

Emergency Services Training Coordinator

Dept: Emergency Services

FLSA Status: Non-Exempt

General Definition of Work

Performs skilled technical work in planning, organizing, scheduling, coordinating and conducting department in-service training programs, and related work as apparent or assigned. Will maintain employee training records, compile, schedule and analyze quality management data and audits, provide remediation to EMS employees when necessary, and provide educational instruction to employees and the public. Work is performed under the general direction of the Emergency Medical Services Operations Officer.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Assists in scheduling and coordinates annual in-service training schedule for the EMS area and assist in other areas when necessary.
- Prepares, selects, assembles, and distributes educational information and material to employees, local agencies or organizations, professional groups, or other interested groups.
- Coordinates a quality management system to schedule random audits to be carried out by the shift supervisors.
- Compile and analyze the quality management data to provide detailed reports to highlight activities and performance in each clinical area.
- Maintain electronic employee training records, and assist employees and first responders with preparation for re-credentialing through the State agencies.
- Assist employees and first responders with local and state testing requirements, as well as scheduling oral and written review with the Medical Director.
- Assist in coordinating annual scope-of-practice testing, workshops, and classes.
- Emergency Management duties and responsibilities as assigned during emergency operations center activations, exercise, training, specials events and/or emergency incidents.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Comprehensive knowledge of the federal, state and local educational and credentialing requirements regarding EMS employees and medical first responders; thorough knowledge and ability to use emergency medical equipment; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to respond to work during emergency situations or inclement weather; ability to accept responsibilities and to carry out directives; ability to work with volunteers, volunteer organizations and related agencies; ability to communicate both orally and in written form; ability to write detailed reports; ability to establish and maintain effective working relationships with co-workers, other agencies, associates and the general public.

Education and Experience

Associates Degree and three to five years working in Emergency Services or the equivalent combination of education and experience.

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Physical Requirements

This work may occasionally require exertion of up to 10-20 pounds of force; work frequently sitting, standing, speaking, hearing and repetitive motions, and occasionally requires walking, using hands to finger, handle or feel, stooping or kneeling, reaching with hands and arms; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed and important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written and computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; occasional exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment.

Special Requirements

- Incident command system (100, 200, 700, 800) certification.
- National Incident Management System (NIMS) training.
- Valid driver's license upon employment. Valid driver's license in the State of North Carolina within 60 days of employment.
- EMT-P certification
- ACLS, PALS, and Level II Instructor Certification.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date